



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

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Advanced project Management

A-INTRODUCTION

"Online Restaurant Management System" is a web application. This system is developed to automate day to day activity of a restaurant. Restaurant is a kind of business that serves people all over world with ready made food. This system is developed to provide service facility to restaurant and also to the customer. This restaurant management system can be used by employees in a restaurant to handle the clients, their orders and can help them easily find free tables or place orders. The services that are provided is food ordering and reservation table management by the customer through the system online, customer information management and waiter information management, menu information management and report. The restaurant menu is organized by categories (appetizers, soups, salads, entrees, sides and drinks) of menu items. Main objective build the system this is to provide ordering and reservation service by online to the customer. Each menu item has a name, price and associated recipe. A recipe for a menu item has a chef, preparation instruction sand associated ingredients. With this system online, ordering and reservation management will become easier and systematic to replace traditional system where are still using paper. To resister a meal online, the customer has to become a member first then he can access the later part of the site. this project to facilitate customer for make online ordering and reservation. The option of becoming member was only an attempt to avoid (to some extent) placing the fake bookings.

The project is developing because; many restaurants have a lot difficult to manage the business such as customer ordering and reservation table. If the customer book an order and later wants to cancel the order, he is permitted to do this only within a specific time period. By using manual customer ordering is difficult to waiter keep the correct customer information and maybe loss the customer information. The customer is also given with the facility to view the status of the order and if the order is ready then he can go and get it.

B- Literature review:

1- Accounting for Flexibility and Efficiency: A Field Study of Management Control Systems in a Restaurant Chain(2010)

While some field studies have suggested that management control systems can be used simultaneously to make organizations more efficient and more flexible, the contingency literature has found it difficult to address this issue in the absence of a clear and comprehensive typology for analyzing more processual uses of management control systems. This paper distinguishes between enabling and coercive (Adler and Borys 1996) uses of management control systems. Coercive use refers to the stereotypical top-down control approach that emphasizes centralization and

preplanning. In contrast, enabling use seeks to put employees in a position to deal directly with the inevitable contingencies in their work.

2-Service failure and recovery strategies in the restaurant sector: An Indo-US comparative study (2007)

The purpose of this research is to explore the reasons for service failure in restaurants. The paper aims to give insights into customers' perceptions and response regarding service failure and recovery and to try to draw a parallel between consumers in a developing economy like India and the same in a developed society, such as USA. **Design/methodology/approach -**

3- Biomethane production potential from restaurant food waste in megacities and project level-bottlenecks: A case study in Beijing (2015).

A large amount of food waste in Chinese megacities goes to waste each year. In the Chinese context, “food waste” collectively refers to restaurant waste (the focus of our research), household kitchen waste and discarded expired food. The research aims to calculate the theoretical [biomethane](#) potential of restaurant food waste in our megacity case study, Beijing, and to evaluate project-level bottlenecks in [anaerobic digestion](#) facilities that treat food waste. The findings are as follows: (1) Beijing’s estimated 2015

C- Methodology:

Keys to Success

1. Keep developing new customers.
2. Using Customer-Relationship Management to keep customers.
3. Through making advertisements to make the marketing of the products and brand.
4. Build the first-class marketing channel.
5. Employ and Train workers to first-class.
6. Establish the first-class learning organization and business culture.
7. Establish long-term partnership with suppliers.
8. At the mature stage, using expansion strategy and build branch restaurants nationally.

The restaurant is going to develop into a name-brand restaurant with unique food characteristics and establish a leisure resort leading with the flower health care. The restaurant will offer customers with honest care and comfortable enjoyment to make customers to enjoy first-class food, service and environment. Flora catering contains various nutrients and trace elements, it has some medicinal and health care functions, it can also enhance the people’s physique and prolong people’s life. The restaurant will lead the catering trend of 21st century, bringing the idea of flora health, culture and leisure to the customers.

Start-up	
Requirements	Unit: SAR
Start-up Expenses	
Legal	10,000
Rent	8,000
Facilities	50,000
Marketing, sales and promotion	10,000
License	3,000
Other	50,000
Total Start-up Expenses	131,000
Start-up Assets	
Cash required	
Start-up Inventory	60,000
Other Current Assets	50,000
Long-term Assets	10,000
Total Assets	120,000
Total Requirements	251,000
Start-up Funding	
Unit: SAR	
Start-up Expenses to Fund	131,000
Start-up Assets to Fund	120,000
Total Funding Required	251,000
Assets	
Non-cash Assets from Start-up	0
Cash Requirements from Start-up	120,000
Additional Cash Raised	0
Cash Balance on Starting Date	120,000
Total Assets	120,000
Liabilities and Capital	
Liabilities	
Current Borrowing	0
Long-term Liabilities	50,000
Accounts Payable (Outstanding Bills)	0
Other Current Liabilities (interest-free)	0
Total Liabilities	0
Capital	
Planned Investment	
Parents	100,000
Other	0
Additional Investment Requirement	0

Total Planned Investment	100,000
Start-up Expenses	131, 000
Total Capital	31,000
Total Capital and Liabilities	120,000
Total Funding	251,000

Locations:

The location of the restaurant will be near to the international exhibition center in Kunming. The size of the restaurant will be about 150 square meters (Estimation). It has good environment which is very quiet. It also has a beautiful view of Dian lake. It has a convenient traffic system and it is only ten minutes from the downtown area. Besides, it is next to the wealthiest area and there are many famous entertainment places around there.

Form

The restaurant will be limited liability . When it is developed into a certain large scale, it will be switched to share company which can help the restaurant to develop.

Financing

A. Main source: The owner's money, relatives and friends. The individual person will be regarded as the investor, they may not directly take part in the operation and management of the company, but they will enjoy the stock dividends.

B. Apply patent of the product and develop technology: The restaurant will take Institute of Food Science and Technology of Kunming University of science and technology as the technical background asking to them to help developing products and technologies, then it could apply loans from the bank.

C. Keeping good reputation, caring about the preferential policies released by the government: Good credit and social reputation are valuable for a business. With a good reputation, the restaurant could attract many social investors.

Economic

In recent twenty years, China's economy is developing very fast and globally. Under the influence of the market economy and new techniques expanding, more and more people are becoming rich. They have new ideas, deep knowledge background, new consumption thoughts, they are very diligent, they have very strong mental deterioration, they are and have the potential becoming the mainstream of the international society and they will be the most important target customers for any

business. They respect top-grade consumption and they are becoming main force for Chinese economy and consumption. But they are still at the very beginning stage, their consumer awareness needs to be conducted.

Management Summary

The Management team of the restaurant will initially consist of a restaurant manager and a chief chef, the restaurant must need at least 5 years experiences on the restaurant management and he is in charge of overall management and

With the development of the restaurant, we are going to expand our management team such as employ specialist financial clerk and so on.

Personnel Plan

Flower Restaurant will be responsible for all employees. The restaurant will train outstanding employees, improve their abilities, stimulate their potential, enhance their cohesion to make them better serve customers.

We will adopt the idea of employee-centered management, we will arrange the most appropriate work to them based on their competency, expertise, interests. We will take the characteristics and values of employees into account, using scientific training and motivational management approach, through a comprehensive employee development and business culture to fully mobilize employees and bring up their enthusiasm.

The following is the forecast personnel expenditures for the first three years

Personnel Plan

Unit: SAR	Year 1	Year 2	Year 3
Manager	60,000	60,000	84,000
Chief Chef	48,000	48,000	60,000
Chef 1	42,000	42,000	48,000
Chef 2	42,000	42,000	48,000
Chef helper	24,000	24,000	36,000

Servant 1	36,000	36,000	42,000
Servant 2	36,000	36,000	42,000
Servant 3	36,000	36,000	42,000

Basic Management Principle

HR is a kind of strategic resource. Creation of human resource is the source of the business profits. To stand out of the crowd, it is necessary to have a large amount of talents to work for the business. The restaurant will train employee to be excellent , enhance their capabilities, motivate their potential abilities, enhance their coherence to better serve the company.

Funding Requirement and Uses:

The first round funding will be used to rent the place of the restaurant purchasing, decoration and all kinds of start-up expenses. The start-up funding 500,000 is from

Important Assumptions

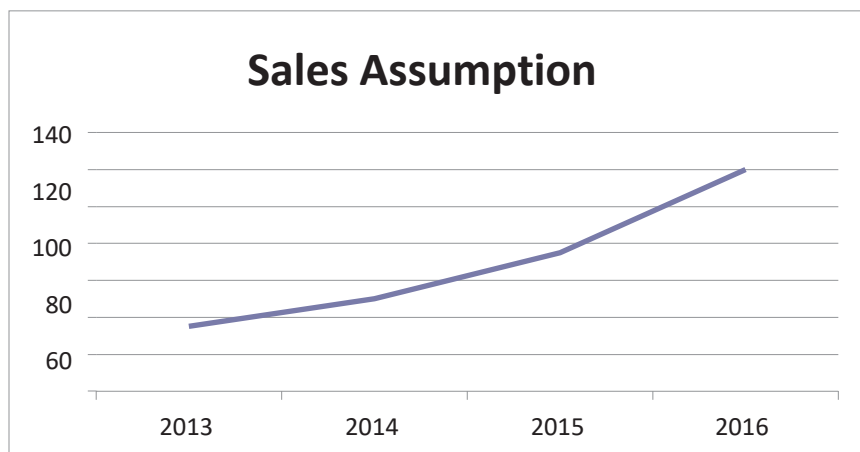


Chart: Gross Margin

D- Result and discussion:

he most of business running process is very similar between technical and non-technical start-ups. During the process of developing this business idea, I learned a lot. Based on the articles, books and seminars, I absorb

much knowledge how to develop a business idea. I learned how to get a business idea, how to recognize and get potential customers, and how to prepare a market analysis. It could be very hard to start up doing a business, however, from all experiences I get in the Master project, I could avoid many mistakes. Besides, these valuable could make me a successful entrepreneur in the future.

D- Reference:

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